

**FRANKLIN COUNTY CHILD SUPPORT
ENFORCEMENT AGENCY
80 E. Fulton Street
Columbus, Ohio 43215**

JOB ANNOUNCEMENT

POSITION TITLE: Support Officer 2
(Bargaining Unit) **PCN:** 084101

DEPARTMENT: Establishment

SUPERVISOR: Veronica Murray, Support Officer Supervisor

HOURS OF WORK: 8-Hour Shift, Ending No Earlier Than 4:00 P.M.

PRIMARY RESPONSIBILITIES: Responsible for providing training and direction to Support Officer 1 employees within the assigned unit that are responsible for paternity or support obligations in accordance with applicable statutes, rules, regulations and other requirements in either the Enforcement or Establishment Departments. This position will also serve as a mentor to new employees, handling coverage (intake, opportunity center, or caseload) for vacancies and temporary absences within the assigned unit, answering and/or researching difficult client calls and questions, and assisting the Supervisor in writing policies and procedures and other assigned projects.

MINIMUM QUALIFICATIONS: Prefer a minimum of one-year experience as a Support Officer in the department the candidate applies for. Completion of undergraduate major core coursework in social sciences (e.g., social work, sociology, psychology, child & family community services, rehabilitation) plus: 12 mos. trg. &/or exp. in principles & practices of support establishment & enforcement & in agency's relevant policies & procedures; 1 course or 3 mos. trg. &/or exp. in principles of interviewing; 1 course or 3 mos. trg. &/or exp. in public relations; 1 course or 3 mos. trg. &/or exp. in principles of resolution of human problems; or ability to calculate fractions, decimals & percentages & read & write common vocabulary plus: 4 yrs. relevant work exp. to include support establishment & enforcement, resolution of human problems, interviewing & public relations; or 12 mos. work exp. as Support Officer 1 or equivalent.

PRELIMINARY SCREENING CRITERIA:

- Experience in social work, child support or child and family social services.
- Experience in public relations
- Experience in processing cases, collecting and verifying information

DEADLINE FOR APPLYING: Tuesday, May 9, 2006

STARTING SALARY: \$14.28/hour, plus 8½% PERS paid by the employer.

If interested, please send application/resume to the Franklin County Human Resources Department, 373 S. High Street, 25th Floor, Columbus, Ohio 43215.

-EOE-

4/25/2006